



## Wolfcom Enterprises Return and Warranty Agreement

Thank you for being a customer of Wolfcom. We want to make sure you have a rewarding experience with our products and our company.

As with any product, there are terms and conditions that apply to transactions. The main thing to remember is that by placing an order or making a purchase with Wolfcom, you agree to the terms set forth below.

WOLFCOM ENTERPRISES (Wolfcom, we, us, or our) and you or the entity you represent (Customer, Agency or you) agree to all terms of the Agreement effective on the date you first agreed to this Agreement or first received the products.

**1. Return Policy.** We truly believe you will be thrilled with the products you purchase from Wolfcom. That's because we go out of our way to ensure that they're designed and built to be just what you need. We understand, however, that sometimes a product may not be what you expected it to be. In that unlikely event, we invite you to review the following terms related to returning a product:

For Wolfcom product returns, you may return your undamaged product with all its included accessories within 15 days of receipt for a full refund. There will be a 20% re-stocking fee for all returned items. There are no handling or shipping charges for original purchases made on DIR Contract Number DIR-TSO-3368 however shipping costs for Returned Product will be at Customer expense.

**2. Payment and Fees** will be in accordance with Appendix A, Standard Terms and Conditions, Section 8.J, Payments of DIR Contract Number DIR-TSO-3368.

**3. Warranties** We warrant that our products will perform materially in accordance with the specifications and documentation for one year from date of receipt. Warranty service is available by contacting your authorized Wolfcom representative or Wolfcom Enterprises. A valid copy of original invoice and a Return Merchandise Authorization (or RMA) are required for all warranty services. Should a camera need to be returned to us for warranty or repair service, you agree to pay for shipping the camera to us and we agree to pay for shipping back to you.

Damage to the Wolfcom camera's USB port and/or the USB ports of accessories are not covered under warranty. Use of any third party USB cables automatically voids the warranty and will cause damage to your device. Always use the provided Wolfcom cables with your camera.

We warrant all support services will be performed in a timely and professional manner by qualified persons with the technical skills, training, and experience to perform these services. All warranties or guarantees given or made by us with respect to our products are solely for the benefit of you and your end users, are non-transferable and are null and void if you breach any term or condition of this Agreement.

**4. Computer Compatibility.** You are responsible for maintaining the computer equipment and Internet connections necessary for your use of the Wolfcom cameras and/or Wolfcom software.

By signing this agreement, you agree that you have read and understand this Agreement and you accept and agree to these terms and conditions. You represent to us that you are lawfully able to enter into contracts and if you are entering into this Agreement for an entity, such as the company, municipality, or government agency you work for, you represent to us that you have legal authority to bind that entity.

**Customer Agency:** \_\_\_\_\_

Signature: \_\_\_\_\_ Print Name: \_\_\_\_\_

Title: \_\_\_\_\_ Date: \_\_\_\_\_